

Inviting Environment

Inviting Verbal Comments	Uninviting Comments
<p>Good morning Thanks very much Congratulations Let's talk it over How can I help? I appreciate your help I understand I like that idea! I think you can Welcome I like what you did That's even better How are you? I'd like your opinion What do you think? What can I do for you? Of course I have the time That's OK I am impressed Yes Please come in I think you can do it May I help you?</p>	<p>Keep out What Mary is trying to say is... Use your head It won't work You can't do that I don't care what you do Not bad, for a girl Don't be so stupid Who do you think you are? He can't be disturbed You should not feel that way You ought to know better How could you? Anybody can do that You goofed Get lost That's stupid So what? Because I said so, that's why Forget it You'll never make it Sit down and shut up Knock it off</p>

Inviting Personal Behaviors	Uninviting Behaviors
<p>A relaxed posture Lending a book Smiling Listening carefully Shaking hands Opening a door for someone Being on time Sending a thoughtful note Accepting praise Noticing new clothes Learning names Offering refreshments Hugging (where appropriate) Extending an apology (where required) Picking up litter Holding a door Congratulating someone Offering someone a chair Expressing regret Giving a thumbs-up sign</p>	<p>Giving a thumbs-down sign Interrupting Looking at your watch Yawning in someone's face Shaking your finger at someone Scowling and frowning Turning you back on someone Cutting people short Being obscene Laughing at someone's misfortune Throwing paper on the ground Tapping a pencil (fidgeting) Chewing gum loudly Breaking a promise Using sarcasm Talking with your mouth full Showing lack of concern Being late Telling a lie Insulting a person</p>

Inviting Environment

Inviting Physical Environments	Uninviting Environments
<p>Fresh Paint Pleasant smells Living plant Attractive, up-to-date bulletin boards Soft lighting Fresh air Comfortable furniture Open doors Candy jar with candy Soft music Attractive pictures Comfortable temperature A cup of coffee, tea or juice Sunny room Positively worded signs Bright hallways Brightly lit parking lot Clean windows Clean floors</p>	<p>Dark corridors Bad smells Dingy colors Full trash cans Hard lighting Insects (flies, roaches) Excessive noise Bare walls Dark parking lots Long lines Dingy curtains Burned-out lightbulb Cold room Lukewarm coffee Straight rows Peeling paint and plaster Stuffy room Sticky floors</p>

Inviting Printed Signs	Uninviting Signs
<p>Welcome Visitor Parking We're Glad You're Here Handicapped Parking Sorry I Missed You, Please Come Back Please Put Litter Here Come As You Are Open to the Public Take One Clean Restrooms Be Back at ____ Please Watch Your Step Help Us Conserve Energy Recycle Here</p>	<p>No Talking No Running in Halls No Admission without Pass Visitors Must Report to No Smoking No Admittance Be Seated Keep Out Do Not Enter Out of Order Keep This Door <i>Shut!</i> Not for Public Use Parking for Officials Only</p>